

IOWA

Consumer Sentinel Complaint Figures

January 1 - December 31, 2005

Total Number of Fraud and Identity Theft Complaints from Iowa Consumers = 4,071



Fraud Complaints from Iowa Consumers = 2,981

Top Fraud Complaint Categories for Iowa Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	582	20%
2	Shop-at-Home/Catalog Sales	465	16%
3	Foreign Money Offers	333	11%
4	Prizes/Sweepstakes and Lotteries	312	10%
5	Internet Services and Computer Complaints	194	7%

¹Percentages are based on the total number of fraud complaints from Iowa consumers (2,981).

Amount Paid Reported by Iowa Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
2,981	\$2,193,595	1,851	62%	\$1,185

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Iowa consumers (1,851).

Top Iowa Consumer Locations for Fraud Complaints

Consumer City	Complaints
Des Moines	266
Cedar Rapids	158
Ames	115
Davenport	110
Iowa City	102



IDENTITY THEFT
Data Clearinghouse



Identity Theft Complaints from Iowa Victims = 1,090

Identity Theft Types Reported by Iowa Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Credit Card Fraud	303	28%
2	Bank Fraud ²	195	18%
3	Phone or Utilities Fraud	184	17%
4	Employment-Related Fraud	121	11%
5	Government Documents or Benefits Fraud	68	6%
6	Loan Fraud	48	4%
	Other	283	26%
	Attempted Identity Theft	70	6%

¹Percentages are based on the 1,090 victims reporting from Iowa. Percentages add to more than 100 because approximately 18% of victims from Iowa reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.

Top Iowa Identity Theft Victim Locations

Victim City	Complaints
Des Moines	165
Cedar Rapids	57
Council Bluffs	32
Davenport	31
Iowa City	31